SBAR : LPHA E-mail
November 10, 2015

Situation: ITSD is considering disabling POP on IMail because of security and administrative efficiency reasons. What this means is that users would only be able to use the webmail interface and prevented from downloading their IMAIL email to their computer. This would affect the over 1800 lpha.mopublic.org users (only 1100 have accessed their email since 8/1/15). DHSS and ITSD are trying to determine if state provided email is still a needed service for LPHAs.

Background: Historically, DHSS established email as part of an initial bio-terrorism grant to ensure all agencies had email connectivity. Prior to being moved to iMail, LPHAs were on a product called Netmail which was previously known as Novell Internet Messaging System (NIMS). After DHSS moved off of GroupWise, also a Novell product, to MS Exchange, LPHAs were migrated to iMail. Changes have occurred over time including the broad public and business acceptance of email as common communication platform. With the consolidation of IT services, LPHAs were moved to the IMail product and the lpha.mopublic.org domain was created. Some LPHAs wished to use the same domain as their larger governmental entity or wished to have a domain name that public would recognize as their agency. These agencies purchase email service on their own and provide the email addresses to DHSS to be added to mailing distribution lists (through ASAP process). Email encryption capability for communication of protected health information is now available to DHSS and LPHAs through the use of Proofpoint.

Assessment: LPHAs with their own email domain would not be affected by the disabling of POP as described above, unless they are forwarding a lpha.mo.public address to their email. If POP is disabled, the following will be affected:

- IMAIL users will only be able to use the web interface to access their IMail email (https://webmail.mopublic.org). IMAIL users will no longer be able to use Outlook, Outlook Express or other client to view their IMAIL email or be able to download the IMail email to their computer. LPHAs would no longer be able to forward their email to another email address or mobile device.

- Users who currently use POP to download their IMail email to their computer via Outlook, Outlook Express or other client, and do not have the client option checked to keep the email on the server, will not be able to see any of their existing IMail e-mail using the web interface. These users will also not be able to reply, forward, etc. to the existing IMAIL email via the client that they used.

- Since users will not be able to download the mail to their computer, they will need to clean up their IMail mailbox periodically in order to stay within their IMail

mailbox size limit. IMail mailboxes are by default 25 MB and can be increased but ITSD will need to discuss with DHSS how that will work since additional disk space may be needed.

- It also appears the IMail accounts are set to password never expire. This would need to be reviewed and changed.

Recommendation/ Request :

DHSS wishes to gain input on the best option(s) for the local public health system. Possible options include:
- LPHAs being allowed to increase to a limited amount of disk space. LPHAs must maintain room in their mailbox to receive/send email.
- LPHAs obtain email access through a local provider.
- Other?